



STATE OF TENNESSEE
DEPARTMENT OF COMMERCE AND INSURANCE
COLLECTION SERVICE BOARD
500 JAMES ROBERTSON PARKWAY
NASHVILLE, TENNESSEE 37243

COLLECTION SERVICE BOARD – Meeting Agenda
710 JAMES ROBERTSON PARKWAY, 2nd FLOOR CONFERENCE ROOM
July 11, 2012 - 9:30 a.m.

Call to Order – Bart Howard, Chairman

- Roll Call – Donna Hancock, Executive Director
- Agenda – Review / Adopt
- Minutes – May 9, 2012 – Review / Adopt **(Tab 1)**

Chris Whittaker, Assistant General Counsel

- Legal Report **(Tab 2)**

Administrative Report –Donna Hancock, Director

- Location Manager Exam Contract – Update
- NACARA Conference – September 18-20, 2012
- FYI - Complaint Comparison Report - **(Tab 3)**

Location Manager Application Review: Determine Eligibility –

- **Tabs 4-5**

New Business or Unfinished Business

Adjourn